Washington County
Job Description

Title:	IT Technician		
Division:	Operations	**Effective Date:**	8/12
Department:	Information Technology	**Last Revised:**	6/14
Career Service: Eligible		**FLSA:**	Eligible

GENERAL PURPOSE

Performs a variety of **full performance, technical duties** related to maintaining data entry and computer system operations for the county. Provides "on-demand" consulting and maintenance services.

SUPERVISION RECEIVED

Works under the close to general supervision of the IT Tech Supervisor.

SUPERVISION EXERCISED

Provides functional supervision to county-wide end users regarding technical access, use and operation of county computer system.

ESSENTIAL FUNCTIONS

Provides on-demand, help-desk technical assistance to all users in all county departments; identifies, researches, resolves technical problems and communicates resolutions to all employees; answers inquiries in-person concerning use of hardware and software, including, computers, printers, word processors, spreadsheets, phones, faxes, printers , scanners, copiers, internet, email and operating systems; conducts training as needed on county software and hardware; assures procedures and programs are properly documented and understandable.

Monitors and documents help-desk operations; records and logs technical issues; communicates issues with IT staff as needed to collaborate on complex issues.

Assembles new computers and maintains existing computer inventory; Installs and replaces computer components, i.e., video cards, power supplies, network cards, processors, memory, hard drives and motherboards, etc.; inspects and tests various subcomponents; updates operating system, department specific software and drivers.

Assists Systems Administrator and Network Manger on various projects; tests network connectivity and various hardware components, i.e. servers, internet, peripherals, scanners, printers, etc.; traces network ports; installs phone lines, sets up wireless access points, sets up switches; sets up wired and wireless routers/switches; creates new digital and analog cables.

Analyzes failed computer and computer subcomponents to determine extent of required repairs or need to replace; creates details for replacement orders; apprises supervisor of purchase needs or the need to initiate a return of merchandise (RMA) process.

Executes on-demand security measures upon notification of suspicious activities; enforces security standards ensuring effective operation of anti-virus ware, firewalls, anti-spyware, security updates, and various spam filters; monitors system to prevent and avoid threats.

Participates in the installation of various hardware components; ensures compatibility with connected equipment; tests operation; acquires proper operational devices as needed, i.e., current drivers.

Researches, recommends, installs and tests hardware, software and network configurations for PC's/servers as needed to meet county needs; configures hardware, software.

Performs other related duties as required.

<u>MINIMUM QUALIFICATIONS:</u>

1.   Education and Experience:

    A.   Graduation from college with an associate's degree in computer science or related field;

                AND

    B.   One (1) year of experience performing above and related duties;

                OR

    C.   An equivalent combination of education and experience.

2.   Knowledge, Skills, and Abilities:

Working knowledge of Microsoft Office, Corel Suite, internet browsers, VNC, department related software, i.e., Pictometry, EagleRecorder, Vista Voting, Horizon, Spillman Data Systems, etc.; computers and word processing; key board operations; office practices and procedures; personal computer software and hardware configurations and capabilities; disk operating system fundamentals; data communication concepts; documentation procedures; technical writing accounting; negotiation techniques; and principles of organizational design. **Some knowledge of** political issues.

Ability to draft technical reports and documents; analyze a variety of PC issues and problems and make recommendations; punch-down digital and analog network lines; effectively utilize tone generators and line probes; ability to communicate effectively verbally and in writing; ability to establish and maintain effective working relationships with professionals, vendors, department heads, co-workers and the public; ability to work independently and deal effectively with stress caused by work load and time deadlines.

3.   Special Qualifications:

Must work extended daily hours and weekends as needed to maintain computer operations. Shift work may be required as scheduled. Preference is given to individuals who are IT systems certified in Unix, Linux, Windows, Cisco, etc.

4.   Work Environment:

Tasks require variety of physical activities, periodically involving muscular strain, such as walking, standing, stooping, sitting, reaching, climbing, crawling, and lifting (up to 50 lbs.). Talking, hearing and seeing essential to performance of essential duties. Muscular strength of arms, hands, back and legs necessary in lifting boxes of print materials, computer components, and relocating terminal cables. Duties generally performed indoors under controlled climatic conditions. Mental application utilizes memory for details, emotional stability and discriminating thinking. Mental application required emotional stability in dealing with time deadlines and stresses of emergency response needs.

<p style="text-align:center">*****</p>

I _____ have reviewed the above job description. Date:_____
            (Employee)